

2012 Military Health System CONFERENCE



An Integrated Approach to Care Management

The MHS: Healthcare to Health

Duke Dufresne, MD

207-253-6935

Duke.Dufresne@Martinspoint.org

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Martin's Point Health Care

Introduction



- Medical Home team-based approach applied to Care Management
- Triple Aim goals embedded
- Target population: those transitioning from hospital to home
- Project to assess impact on hospital length of stay, cost of care, readmission rate, and patient experience

Methods



- Team includes Case Managers, Concurrent Review Nurses, and Health Coaches
- Interactions based in Milliman Care Guidelines
- Communication Improvements between previously distinct functions

Results



- Preliminary results are favorable to the team based approach
 - Anecdotal reports of patient experience & internally improved communication
 - Length of stay positively impacted through pilot
 - Cost of care impacts still in assessment phase; based on length of stay, assume positive results

Conclusion



- Interventions based in guidelines allows for patient centered interactions
- Integrated Team Approach applied to Department post-pilot; on-going assessment and process improvements in place